CLAIMS

1. (Previously Presented) A method of distributing Internet calls by an automatic contact distributor, such method comprising:

receiving a Session Initiation Protocol INVITE by the automatic contact distributor sent over the Internet from a client;

determining a call type from the Session Initiation Protocol INVITE;

selecting an agent to handle the Internet call based upon the determined call type; and

setting up an Internet call between the selected agent and the client through a buffer server based upon the Session Initiation Protocol INVITE and requesting notification from the agent upon termination of the Internet call.

2. (Previously Presented) The method of distributing Internet calls as in claim 1 wherein the step of setting up the call further comprises determining a URL of the selected agent.

3. (Previously Presented) The method of distributing Internet calls as in claim 1 further comprising determining a universal resource locator pair for use by the buffer server for routing packets between the selected agent and client.

4. (Original) The method of distributing Internet calls as in claim 1 further comprising routing a Session Initiation Protocol INVITE regarding the client to the selected agent.

5. (Currently Amended) The method of distributing Internet calls as in claim 1 further comprising ~~decoding~~ using the Session Initiation Protocol INVITE to determine a communication protocol to be used for the Internet call.

6. (Original) The method of distributing Internet calls as in claim 1 further comprising setting up a communication link between the selected agent and the client.

7. (Original) The method of distributing Internet calls as in claim 1 further comprising conferencing a supervisor into the Internet call.

8. (Previously Presented) The method of distributing Internet calls as in claim 2 further comprising sending a SIP instant message to the buffer server that includes an identifier.

9. (Original) The method of distributing Internet calls as in claim 1 further comprising defining the communication link as a request for Voice over Internet Protocol.

10. (Original) The method of distributing Internet calls as in claim 1 further comprising defining the communication link as a request for Instant Messaging.

11. (Previously Presented) An automatic contact distributor for distributing Internet calls over the Internet, such apparatus comprising:

means for receiving a Session Initiation Protocol INVITE within the automatic contact distributor, the INVITE received from a calling client over the Internet;

means for determining a call type of the received Session Initiation Protocol INVITE;

means for selecting an agent to handle the Internet call; and

means for exchanging call information over the Internet between the client and the selected agent through a buffer server and for requesting notification from the selected agent upon termination of the Internet call.

12. (Original) The automatic contact distributor as in claim 11 further comprising means for determining a URL of the selected agent.

13. (Original) The automatic contact distributor as in claim 11 further comprising means for determining a universal resource locator pair for use by the buffer server for routing packets between the selected agent and client.

14. (Original) The automatic contact distributor as in claim 11 further comprising means for routing a Session Initiation Protocol INVITE regarding the client to the selected agent.

15. (Currently Amended) The automatic contact distributor as in claim 11 further comprising means for ~~decoding~~ using the Session Initiation Protocol INVITE to determine a communication protocol to be used for the Internet call.

16. (Original) The automatic contact distributor as in claim 11 further comprising means for setting up a communication link between the selected agent and the client.

17. (Original) The automatic contact distributor as in claim 11 further comprising means for conferencing a supervisor into the Internet call.

18. (Previously Presented) The automatic contact distributor as in claim 11 further comprising means for directing the Session Initiation Protocol INVITE to the selected agent using a URL of the agent and for permitting the agent to negotiate a communications protocol for the internet call.

19. (Original) The automatic contact distributor as in claim 11 further comprising means for defining the communication link as a request for Voice over Internet Protocol.

20. (Original) The automatic contact distributor as in claim 11 further comprising means for defining the communication link as a request for Instant Messaging.

21. (Currently Amended) An automatic contact distributor for distributing Internet calls, such apparatus comprising:

a user agent adapted to receive and ~~decode~~ use a Session Initiation Protocol INVITE sent over the Internet from a client to determine a communication protocol to be used for the Internet call;

a call typing processor adapted to identify a type of Internet call to be established with the client;

an agent selection application adapted to select an agent to handle the Internet call based upon the call type;

a proxy server adapted to transfer the Session Initiation Protocol INVITE to the selected agent; and

a conference application adapted to conference a supervisor into the Internet call.

22. (Original) The automatic contact distributor as in claim 21 further comprising an agent list for determining a URL of the selected agent.

23. (Previously Presented) The automatic contact distributor as in claim 21 further comprising a routing table adapted to determine a universal resource locator pair for use by a buffer server for routing packets between the selected agent and client.

24. (Previously Presented) The automatic contact distributor as in claim 23 wherein the proxy server sends a SIP instant message to the buffer server including an identifier.

25. (Original) The automatic contact distributor as in claim 21 further comprising a connection processor adapted to set up a communication link between the selected agent and the client.

26. (Previously Presented) The automatic contact distributor as in claim 21 where in the agent selection application is adapted to monitor call progress by sending SIP requests requesting

notification of status.

27. (Original) The automatic contact distributor as in claim 21 further comprising defining the communication link as a request for Voice over Internet Protocol.

28. (Original) The automatic contact distributor as in claim 21 further comprising defining the communication link as a request for Instant Messaging.